

Bronze Checklist

To allow the clinic to be accredited at Bronze level, **ALL** of the following criteria must be met:

1. General clinic requirements:

- ☐ Premises has/is:
 - ☐ Good standard of cleanliness and hygiene
 - ☐ Adequate lighting, ventilation and temperature control
 - ☐ Free from excessive noise
 - ☐ In good decorative order
- ☐ Details of how clients can access emergency veterinary care available at all times
- ☐ Ensure clients know who is involved in the care of their cats
- ☐ Informed consent sought for all procedures
- ☐ Options and cost for investigations/treatments discussed
- ☐ Written estimates and itemised invoices provided on request
- ☐ Record client complaints and act on them
- ☐ Able to access information on the management of poisons

Bronze Checklist

- ☐ Relevant cat information must be readily available for caregivers such as:
 - ☐ The Cat Friendly Clinic programme
 - ☐ Transporting a cat to the clinic
 - ☐ Medicating a cat
- ☐ A written clinic-wide protocol on wellness checks for cats
- ☐ Routinely assess pain and intervene with appropriate analgesic therapy
- ☐ Never perform/recommend surgical operations for the purpose of modifying the appearance of a cat or for non-medical purposes
- ☐ Record and store medicines according to manufacturer's recommendations and statutory requirements and use antimicrobials judiciously and in line with current guidelines
- ☐ Notify all adverse drug events to the appropriate authorities
- ☐ All applicable health, safety and legal regulations relating to veterinary clinics in your country adhered to

Bronze Checklist

2. Staff requirements:

- ☐ All vets and nurses/technicians must undertake at least 3 hours of felinespecific continuing professional development per year
- ☐ All other staff who interact with cats and/or their caregivers (e.g., receptionists) must undertake at least 1 hour per year
- ☐ CPD records kept and provided at reaccreditation
- ☐ Ongoing staff education about the Cat Friendly Clinic criteria, feline friendly interactions and use of techniques to reduce stress for cats
- ☐ Clinical outcome of cases monitored and discussed with other vets regularly and records kept
- ☐ Clinic staff must:
 - ☐ Instruct caregivers about how to reduce stress during the journey to and from the clinic
 - ☐ Recommend good cat carriers to caregivers

Bronze Checklist

- ☐ When interacting with cats, all staff must:
 - ☐ Adhere to the AAFP/ISFM 2011 Feline Friendly Handling Guidelines ([click HERE to view](#))
 - ☐ Adhere to the AAFP/ISFM 2011 Feline Friendly Veterinary Environment Guidelines ([click HERE to view](#))
 - ☐ Adhere to ISFM's Cat Friendly Principles ([click HERE to view](#))
 - ☐ Show a gentle and empathetic approach
 - ☐ Minimise stress during handling and procedures
 - ☐ Minimise the stress of physical examinations
 - ☐ Recognise and respond appropriately to feline fear and anxiety
 - ☐ Not use forceful restraint or 'scruffing' of cats
 - ☐ Use anti-anxiety medications or chemical restraint rather than heavy physical restraint
 - ☐ Minimise the negative impacts of odours, bright lights and noise for cats in the clinic

Bronze Checklist

3. Waiting room:

- ☐ Provide a waiting room (unless a mobile service where the consultation takes place within the caregiver's home) with:
 - ☐ Sufficient seats for routine use
 - ☐ No excessive noise
 - ☐ Cat carriers raised up above floor level (on chairs, tables, or shelves)
 - ☐ Sight and sneeze barriers between cats (e.g. clean washed covers placed over carriers)
 - ☐ Direct and visual contact between dogs and cats avoided by having:
 - ☐ A cat-only waiting room
 - OR
 - ☐ A cat-only waiting area separated with sight barriers
 - OR
 - ☐ Have cat-only appointment times for **ALL** routine cat visits

Bronze Checklist

4. Consulting room:

- ☐ The clinic must have at least one clean and hygienic room dedicated to consultations (unless a mobile service where the consultation takes place within the caregiver's home) with:
 - ☐ Easy to clean/disinfect floor and examination table
 - ☐ Clean non-slip surface on the examination table
 - ☐ Clean towels/blankets for each cat
 - ☐ Allow complete closure for privacy and safety
 - ☐ Number of consulting rooms adequate for caseload
 - ☐ Appointment times of at least 10 minutes
 - ☐ A thorough patient history and clinical exam performed at each check and complete records kept
 - ☐ Ready access to essential equipment including;
 - ☐ Stethoscope(s)
 - ☐ Auriscope(s)
 - ☐ Ophthalmoscope(s)
 - ☐ Thermometer(s)
 - ☐ Weighing scales appropriate for cats
 - ☐ An indirect portable blood pressure monitor

Bronze Checklist

5. Hospitalisation:

- ☐ If the clinic does not have hospitalisation facilities, there must be an arrangement with another local clinic to hospitalise cats
- ☐ If the clinic has hospitalisation facilities, these must meet the following requirements:
 - ☐ A dedicated hospitalisation ward with cages which are:
 - ☐ In good condition, hygienic and easily cleaned
 - ☐ Secure and escape proof
 - ☐ Constructed of non-permeable material with a solid opaque floor
 - ☐ Have walls and ceiling that are solid and opaque, or a cover used if the walls/ceiling are mesh or bars
 - ☐ Written cleaning/disinfection protocols
 - ☐ Cages which do not face each other or adjoin at an angle less than 180°
 - ☐ Noise and personnel minimised
 - ☐ Clear identification of cats

Bronze Checklist

- ☐ Dogs and cats separated as far as possible
- ☐ Visual contact between dogs and cats minimised
- ☐ Cats hospitalised overnight or longer must have observations recorded at least once daily
- ☐ Inform owners on the level of overnight supervision
- ☐ Cages must include:
 - ☐ Litter tray
 - ☐ Comfortable soft bedding
 - ☐ Somewhere for the cat to hide
 - ☐ A variety of toys (if appropriate)
- ☐ Facilities for washing/disinfection
- ☐ Facilities to maintain body temperature
- ☐ Facilities to provide supplemental oxygen
- ☐ Facilities to bathe, dry, and groom hospitalised cats
- ☐ A range of different foods and food bowls
- ☐ A range of different IV fluids, administration sets and catheters
- ☐ Ability to administer controlled quantities of fluids

Bronze Checklist

- ☐ Cages with internal dimensions of at least:
 - ☐ 2700 cm² floor area and 39 cm height for cats hospitalised up to 24 hours
 - ☐ 3600 cm² floor area, and 55 cm height for cats hospitalised over 24 hours
- ☐ When cats are transferred to another clinic for overnight/ weekend care, cages and facilities in the other clinic must also meet all of the above criteria

Bronze Checklist

6. Anaesthesia:

- ☐ If the clinic does not have the ability to induce and maintain anaesthesia, there must be an arrangement with another local clinic to enable such procedures
- ☐ If the clinic has facilities to induce/maintain anaesthesia these must meet all of the following:
 - ☐ Equipment to administer oxygen, provide resuscitation and maintain body temperature
 - ☐ A range of appropriate endotracheal tubes
 - ☐ A suitable laryngoscope and topical laryngeal local anaesthetic
 - ☐ Equipment regularly serviced and maintained in good working order

Bronze Checklist

7. Surgery:

- ☐ If the clinic does not have the ability to perform surgical procedures, there must be an arrangement with another local clinic to enable such procedures
- ☐ If the clinic has facilities to perform surgical procedures, these must meet all of the following:
 - ☐ Equipment regularly serviced and maintained in good working order
 - ☐ A range of suitable surgical packs, sutures and sterile instruments
 - ☐ Suitable cleaning and sterilisation facilities for surgical equipment and instruments
 - ☐ Sterile gowns and gloves
 - ☐ Appropriate sterilisation indicators used on all packs
 - ☐ Sterile packs dated, and a policy for re-sterilisation of older unused packs

Bronze Checklist

8. Diagnostic Imaging:

- ☐ If radiography is not available in the clinic there must be a clear written protocol for how to arrange radiography if required
- ☐ If radiography is available in the clinic, there must be:
 - ☐ A range of cassettes suitable for cats and kittens
 - ☐ A radiography machine with a light beam diaphragm
 - ☐ Sufficient provision for non-human restraint to allow radiography without manual restraint
- ☐ Radiography records to include:
 - ☐ Patient details and area being radiographed
 - ☐ Details of exposure(s) and film(s), cassette(s) or other equipment used
 - ☐ Names of people present

Bronze Checklist

9. Dentistry:

- ☐ If the clinic does not have the ability to perform dental procedures, there must be an arrangement with another local clinic to enable such procedures
- ☐ If the clinic has facilities to perform dental procedures, these must meet all of the following:
 - ☐ Equipment regularly serviced and maintained in good working order
 - ☐ A selection of scalers, curettes, periodontal probes, elevators and/or luxators suitable for feline use
 - ☐ Dental instruments must be sharp and properly maintained
 - ☐ Each patient must have its own sterile periodontal/oral surgery pack of instruments
 - ☐ Proper dental records and charts must be maintained

Bronze Checklist

10. Laboratory:

- ☐ Have basic in-house laboratory equipment including:
 - ☐ Blood glucose concentration
 - ☐ Basic urine chemistry analysis
 - ☐ Refractometer for use with both urine and serum/
plasma
 - ☐ Facilities to prepare blood/fluid smears and tissue
impressions
- ☐ Trained staff undertake laboratory procedures in a
suitable area
- ☐ Arrangements for more extensive laboratory
investigations, either on-site or through a suitable
external laboratory